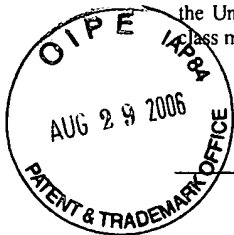


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Name of applicant, assignee or
Registered Representative

Signature

8/25/2006

Date of Signature

Our Case No.10022/225

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

Missinhoun, Jean L., et al.

Serial No. 09/608,293

Filing Date: June 30, 2000

For SYSTEM AND METHOD FOR
PROVIDING A MULTI-CHANNEL
CUSTOMER INTERACTION
CENTER

Examiner: Boyce, Andre D.

Group Art Unit No. 3623

AMENDMENT AND SUBSTANCE OF INTERVIEW

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

In reply to the Office Action dated February 27, 2006, Applicant has timely filed this Amendment by Certificate of Mailing. Applicant respectfully requests the Examiner to withdraw the objections and rejections to this application and to grant allowance of this Application in view of the following remarks and amended claims. Please amend claims 1, 5, 6, 21-24, 27, 29, and add new claims 31 and 32.